



**Indiana
Department
of
Health**



RWHAP TA WEBINAR

September 15, 2020
11:00 am- 12:00 pm

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Helpful Hints

- Press esc to exit full screen
- Hover over the top to change “view” options
- Place yourselves on “mute” until you’re ready to pose a question or make a comment
- Use the “chat” room to pose questions and make comments
- Meeting will be **recorded** and available for sharing after the meeting

• Please enter the agency name and list all participants in the “chat” room




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Agenda

- Open Enrollment
- Quality Assurance
- IDH Updates
- CAREWare Updates



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Open Enrollment 2021

- November 1st- December 15th
- IDH will conduct one-on-ones with each agency to prep for Open Enrollment.
- MHS- on market
- CareSource- Off market
- If a client is wanting to remain on their existing plan, they will be auto-enrolled.
- If they want to switch to an alternate plan, they must notify IDH.



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Open Enrollment 2021

Enrollment Specialist by NMCM Site:

Samantha Plumb	Michael Ramey
Aliveness Project	Aids Ministries
Aspire	Community
ARG	Meridian
BU Wellness Network	Lifecare
Concord Center	PRC
Clark County	Positive Link
Damien center	Step-up
Eskenazi	Scott County

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MSPenrollment@isdh.in.gov ATTN:
Samantha

IDH Contact: Michael Ramey,
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ATTN: Michael



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Open Enrollment Q&A

Q: Are clients with incomes below 138% FPL going to be able to apply for a health plan during open enrollment?

A: No, clients who are below 138% FPL should qualify for HIP and are required to apply for Medicaid. If their income has changed, current income documentation proving they are over income can be submitted to IDH instead of a HIP denial. If the client is not eligible for other reasons, a valid HIP denial is required before IDH will allow enrollment into HIAP for medical coverage.



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Open Enrollment Q&A

Q: What is the deadline for submitting proof of applications or paper applications to IDH?

A: Documentation of enrollment for MHS and paper applications for CareSource should be submitted to IDH upon completion each day. **The final enrollments are due to IDH by 5pm EST on Friday December 11th, 2020. IDH will spend December 14th-15th ensuing all clients have successfully enrolled.**

IDH Submission Dates

November 13th
 November 25th
 December 11th
 December 15th



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Open Enrollment Q&A

Q: If my client encounters problems with www.healthcare.gov or has questions about www.healthcare.gov, who should we contact?

A: IDH cannot assist with www.healthcare.gov account issues. Please contact the Market Place at 800.318.2596, available 24-hours a day and 7 days a week.



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Open Enrollment Q&A

Q: If my client receives a premium notice for coverage should they go ahead and pay it?

A: No, eligible clients should not pay the premium to the carrier if they are covered under HIAP. IDH pays all premiums directly to health plans for eligible clients. IDH cannot directly reimburse a client for premium payments.



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Open Enrollment Q&A

Q: Can a client enroll after December 15, 2020 for a later effective date?

A: No, after December 15, 2020 a client can only enroll if they experience a qualifying life event that triggers a special enrollment period. Special enrollment information can be found at <https://www.healthcare.gov/glossary/special-enrollment-period/>. IDH will not except any special enrollments until 02/01/2021.



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Open Enrollment Q&A

Q: Does a client's immigration status impact enrollment into a health plan?

A: Yes. To be eligible for enrollment into a health plan the client must be a U.S. citizen or national (or be lawfully present). Eligible immigration status information can be found at <https://www.healthcare.gov/immigrants/immigration-status/>.



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Open Enrollment Q&A

Q: Will CareSource applicants apply directly through www.hc.gov or will they use a paper application like previous years?

A: CareSource has a 2021 paper application that will need to be completed for new CareSource applicants.



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Open Enrollment Q&A

Q: Where should enrollment documentation be sent?

A: All enrollment documentation should be securely emailed to MSPenrollment@isdh.in.gov or your assigned Enrollment Specialist. Please be sure all documentation is legible and complete!



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Open Enrollment Q&A

Q: Does MHS have a paper application?

A: No, MHS does not offer a paper application. The client will need to create an account through www.hc.gov to enroll into the MHS health plan. The client will put IDH as the prefix in front of the mailing/billing address.



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Open Enrollment Q&A

Q: What are HIP income guidelines?

A: HIP income cap is 138% of the FPL.
(<https://www.in.gov/fssa/hip/2460.htm>).

Q: Is there a cap on the number of clients who can be enrolled into each carrier?

A: No, although we would like to equally distribute, clients should enroll into the plan that best fits their healthcare needs.

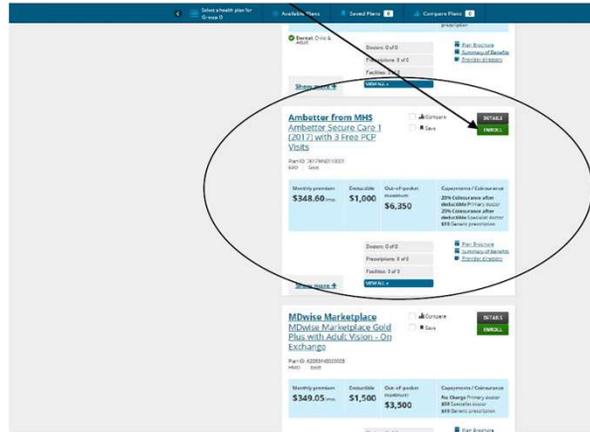


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Open Enrollment Q&A

Q: What do I send to IDH when enrollment into the MHS plan through www.healthcare.gov is completed?

A: A screen shot of the confirmation along with plan information and premium should be sent to IDH.



Open Enrollment 2021 Goal

- 2019 November 1st- December 15th finished with 80.3% enrollment rate
- 2020 November 1st- December 15th 85-90%
- 2021 November 1st- December 15th 90-95%



Quality Assurance

- Remember to double check all applications/recertifications
- Please make sure that your documents has been uploaded into the correct queue.
- Don't forget to include your assigned Enrollment Specialist on your email.



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IDH Announcements

IMPORTANT **ANNOUNCEMENT**



- X08 Award Received 8-31-20
- Contract Update
- Staffing Updates
 - Ryan White Services Manager - Marlena Ratchford
 - Ryan White Services Specialist - In Process
 - Contracts and Budget Specialist - In Process
 - Enrollment Specialist - Open
- Pharmacy 90 Day Refills extended until Oct. 15, 2020
- CAREWare Implementation by Sept. 30
- Application for ADAP ERF funds
- Subrecipient Meeting - Oct. 7, 2020 - Registration is LIVE!



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CAREWare Implementation

- Live Trainings Coming Up
- All Users Must Attend Live Training
- Case Notes will not be required for IDH funded services



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Questions



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ISDH Contacts

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